

POSITION DESCRIPTION

Updated: 15/07/2020

- Job Title:** Spare Parts Interpreter
- Location:** 369-379 Frome Street, MOREE NSW 2400
 37 Boolcarrol Road, WEE WAA NSW
- Reports to:** Spare Parts Manager or Group Parts Manager
- Award:** Vehicle Repair, Services & Retail Award 2010, commensurate with experience
- Hours:** Permanent full-time, 38 hours per week, plus overtime as required, including some Saturday mornings and call-outs on a roster system
- Position Summary:** As a Spare Parts Interpreter you will be a first point of contact at the Spare Parts counter, so understanding customer needs and excellent customer service skills are your best assets. Sourcing and ordering parts and answering incoming phone enquiries to meet our customer's spare parts needs will keep you busy in this role.
- You will be offered job security, an attractive remuneration package along with the opportunity for further training and development.
- Main tasks:**
- Interpreting customer's parts requirements, at the counter and over the phone.
 - Provide advice regarding parts specifications to customers
 - Source and order parts.
 - Raise purchase orders, prepare quotes, invoicing and other.
 - Liaise with the Service department.
 - Organise and plan work so that it is done effectively, efficiently and by our high work standards.
- Required Qualities:**
- Experience as a Parts Interpreter, or in a similar role in the agricultural or automotive industry
 - A current Drivers Licence
 - Customer service orientation
 - High degree of accuracy and attention to detail
 - Computer literate
 - Maintain a neat and tidy appearance in the workplace
- Desired Qualities:**
- Pentana-ERAnet experience an advantage
 - Business and brand awareness – know our brand and what we do.
 - Fork Lift Licence an advantage

Person Specification: Knowledge:

- Knowledge and passion for the automotive industry

Skills & Competencies:

- **Customer service focused:** committed to providing exceptional customer service and high quality of product across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely.
- **Attention to detail:** excellent attention to detail.
- **Commerciality:** the ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within the time frame given, and carry out duties in an efficient and timely manner.

Contact:

Please email your resume and a cover letter to:

Naomi Burger

HR Manager

hr@kenwayandclark.com.au

Or apply online at:

<https://kenwayandclark.com.au/careers/>

About Kenway & Clark

Kenway & Clark are a family founded dealership, leaders in the sale, parts and service support of agricultural machinery and trucks. We are a Case IH dealership, with branches in Moree, Goondiwindi, Wee Waa and Inverell. Our difference is in our strong focus on after sales care, which is what makes us the market leaders in Northern NSW and Southern QLD.

We pride ourselves on providing exceptional service to our valued clients, which we do with the quality staff. We are looking for employees who will fit into our Kenway & Clark culture, are hardworking and passionate about the future of our dealership and want to grow their career surrounded and supported by their team.